*Recommended Tips For*

# Preparing User Friendly Consumer Confidence Reports

## A Guide to the Massachusetts Requirements for Community Public Drinking Water Systems

February 2006


This document may be helpful when preparing a CCR. However, Appendix M of the *Guidelines and Policies for Public Water Systems* at mass.gov/dep/water/ccrguide.pdf is the official Massachusetts CCR guidance. Consult Appendix M for official minimum requirements.

Commonwealth of Massachusetts
Executive Office of Environmental Affairs
Department of Environmental Protection
Mass.gov/dep

*Supported by the Safe Drinking Water Act Assessment*

This guide is available in alternate format upon request to ADA Coordinator, BAS/HR, One Winter Street, Boston, MA 02108, 617-556-1057

# Summary of Updates from the 2002 Edition

- "Source Protection Information Section" has been changed to reflect the fact that all systems have had SWAP assessments (Page 6).
- New section has been added entitled "Disinfectants and Disinfection By-Products" with guidance on reporting Disinfection By-Product Rule (DBPR) contaminants (Page 16).
- Information Collection Rule section was removed – no longer applicable now that the DBPR is in effect.
- Perchlorate reporting was added to "Reporting Contaminants with Proposed MCLs or Health Advisory Levels" (Page 17).
- A section was added entitled "Compliance with the Public Notification Rule" that details the requirements for using your CCR to comply with the provisions of the PN rule (Pages 20-21).
- Under "Educational Information" special requirements for total trihalomethanes have been removed since the new MCL is now in effect.
- "Special Requirements for Arsenic" section has been created to detail the two educational statements required for arsenic depending on concentration (Pages 23-24).
- Suggested cross connection language has been added to the section on "Annual Cross Connection Education" (p. 26).
- "Need More Help?" and "Where to Send Your Report" have been updated with new contact names, addresses, and phone numbers (Pages 31-32).

# Table of Contents

## Technical Appendices

# Introduction


By July 1 each year, every community public water system in Massachusetts -- whether large or small -- must prepare an annual drinking water report and make it available to its customers, the local Board of Health, the Massachusetts Department of Public Health, and the Massachusetts Department of Environmental Protection (MassDEP)

Known as "consumer confidence reports" or CCRs, these reports are required by the 1996 federal Safe Drinking Water Act amendments. Specific requirements for Massachusetts are spelled out in 310 CMR 22.16A and in Appendix M of the *Guidelines and Policies for Public Water Systems*. Annual reporting about drinking water quality, source protection, system management, and compliance is intended to help consumers make informed decisions about the water they drink.

MassDEP is responsible for implementing and enforcing these federal requirements in Massachusetts. This document was prepared to help public water systems (PWS) meet the state and federal CCR regulations. It contains the basic information needed to prepare a CCR for your customers. The appendices contain additional information such as templates, fact sheets, contaminant tables, and other pertinent materials.

## What is a Consumer Confidence Report?

A CCR is intended to be a brief annual water quality report from a PWS to its customers. The primary purpose of the report is to summarize the water quality data that your water system already collects. It must also include definitions and information on compliance, source water, public participation opportunities, and health effects of contaminants.

## Who Must Prepare a Consumer Confidence Report?

All community public water systems (systems that serve at least 25 residents year-round, or that have 15 or more service connections) must prepare and distribute an annual consumer confidence report.

A new community water system must deliver its first report by July 1 of the year after its first full calendar year in operation, and annually thereafter.

## Consecutive Water Systems

A consecutive water system that purchases all of its water from another water system (a wholesaler) has two options when preparing its CCR:

- Distribute its own report, using source and water quality information provided by the wholesaler. **The seller is required to provide this information to the buyer** by April 1 or on a date mutually agreed upon by both parties and specifically included in a written contract between the parties.
- Distribute the seller's CCR with a cover letter or insert detailing all information and monitoring data specific to the purchasing PWS.

If the second option is selected, the purchasing system must include the following information in its insert or cover letter:

- Required PWS information as it applies to the purchasing system. This includes, PWS ID#, town, contact information, and opportunities for public participation.
- The results of any monitoring performed by the purchaser or performed in the distribution system of the purchasing PWS that is not included in the wholesaler's CCR. This applies to contaminants such as bacteria, total trihalomethanes, lead and copper, and radionuclides.
- Descriptions of any violations and corrective actions by the purchasing PWS and an explanation of any enforcement orders under which the purchasing system is operating.
- A description of how the water systems are interconnected.

***Remember, regardless of who produces the CCR (the seller or the purchasing PWS), the purchasing PWS is responsible for providing its customers with a CCR, containing all required content as detailed in this guidance document.***

Regardless of which CCR option is chosen, the consecutive water system is responsible for distribution of a CCR to its customers, MassDEP, DPH, and the local Board of Health. The consecutive system must also submit its own certification form to MassDEP detailing how and when it distributed its CCR.

## When Should The Consumer Confidence Report Be Distributed?

The deadline for completing all CCR distribution is July 1 each year. Delivery to customers, publication in newspapers, good faith efforts, and submittal of the CCR and certification form to MassDEP and other agencies must be completed by this date. See page 26 for distribution requirements based on population served.

***Basic information required for all CCRs…***

## What Information is Required?

The basic information that is required for each CCR falls into the following categories:

I. Public water system information
II. Source information
III. Mandatory language
IV. Definitions of terms
V. Detected contaminants in finished water
VI. Compliance with drinking water regulations
VII. Required educational information
VIII. Additional Information (optional)

What is specifically required in each of the CCR categories will be different for each water system. Particularly category V -- detected contaminants -- has many different requirements based on what each system monitors for and what is detected in the finished water.

## How to Use This Guide

***The sections of this guidance are designed to follow the Mass DEP template.***

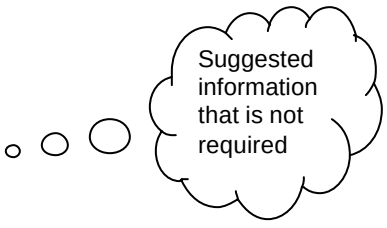
This guidance document is designed to assist your system with meeting the specific CCR reporting requirements. The format of the guidance is designed to follow the format of the MassDEP template to aid in report preparation (refer to Appendix B – MassDEP CCR Template)

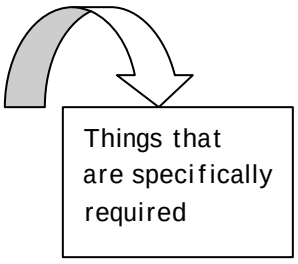
If you choose to prepare your CCR without using the MassDEP template, you will find that the sections of the guidance document are numbered to follow the basic categories listed above.

***Look for boxes like these for references to appendices.***

In each of the numbered categories you will find detailed explanations of the requirements. Use these sections to determine how the requirements apply to your system and what you need to report. Also, since much of the information you need is located in the **Technical Appendices**, you will find references to those sections throughout this document. See the Table of Contents for a full list of appendices, which can be downloaded from the MassDEP website.

This document also includes special text boxes to assist in understanding your requirements. Look for these graphics in the margins:




***Helpful hints and references***

and for the following special text formatting:

*If the text is formatted in italics with a shaded background, it means the language must be included in your CCR exactly as written. (In some cases you can request MassDEP approval of alternate wording.)*

*If the text is formatted in italics without a shaded background it means the information must be included in your CCR but you can use your own words.*

You will find a section at the end of this document that explains how to distribute your report. Also included are pages detailing where to mail copies and who to call for help.

Now, you're ready to begin. Good luck with your CCR!

**TIPS TO TAP**

Make your CCR stand out so that it will be read!

Use graphics and colors to highlight your data.

Be sure to proofread your report for spelling, grammar, punctuation, and content accuracy.

Keep in mind that the average consumer is probably not as familiar with water quality data as you are, so keep it simple.

Ask non-technical people to read your draft report to ensure that you are communicating your message.

Let people know what you are doing to protect their drinking water.

# I. Public Water System Information

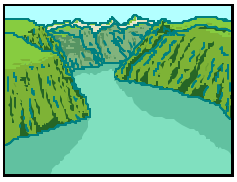
All of the PWS information must be included in your CCR.

Most of the content of the CCR is based on water quality data, system characteristics, and enforcement actions from the previous calendar year. Therefore, your report should indicate the previous year in its title (for example, the report you distribute by July 1, 2002 should say 2001 in its title). The title does not have to include the words "Consumer Confidence Report," but it should indicate that this is your water system's annual water quality report.

Each CCR must include:

- The name of the system, city or town, and system's PWS ID #.
- Name and telephone number of a person who can provide additional information about the system's drinking water and answer questions about the report.
- Information on commissioners meetings or other opportunities for customers to publicly discuss water quality issues. If you do not hold regular meetings, you may offer to set one up with the residents.

# II. Your Drinking Water Source



## Drinking Water Source Information

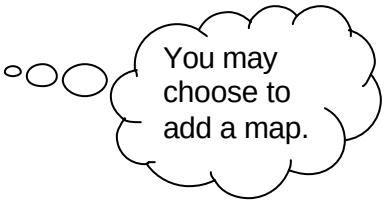
Each CCR must include the following information when describing water source(s):

- The number of sources;
- Type of water (ground water, surface water, or blend);
- Commonly used name of the source(s);
- MassDEP source identification #s;
- Location(s) of source(s) - refer to the "Security Concerns" section on Page 25 for more information on source location requirements;
- Explanation of any interconnections and back-up sources to note source variation during the year;
- Treatment information. *If specifically required by MassDEP*, you must describe any MassDEP-required best available technology (BAT) or treatment to maintain compliance with established MCLs or action levels, in your CCR. You must explain the type of treatment being used and the purpose of the treatment. If you are not sure whether your system is required to include treatment information, please call your MassDEP regional office.

Be sure to include all source information.

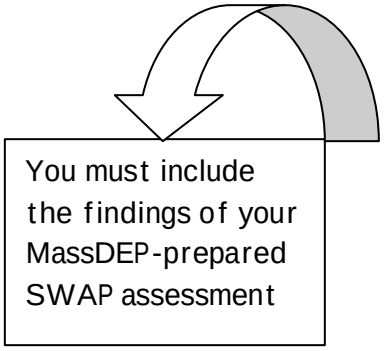
It is *recommended, but not required*, that you include in this section:

- A simple map or schematic of your system and its sources to present a clear picture of system operation.
- An explanation of any drinking water treatment used by the PWS, including treatment not specifically intended to achieve compliance with MCLs or action levels.




## Source Protection Information

MassDEP has prepared source water assessments for all community public water systems in Massachusetts, as required by the 1996 Safe Drinking Water Act Amendments. Your CCR must include the following information from your system's Source Water Assessment and Protection (SWAP) report.



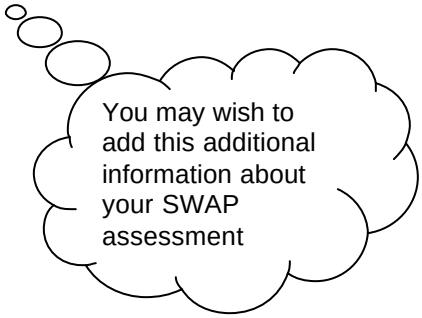

- Highlight significant sources of contamination in the source water area.
- Include the water system's susceptibility ranking and a brief summary of the water system's susceptibility to potential sources of contamination.
- Notify consumers of the availability of the report and the means to obtain it.

Your system may also choose to add the following *optional* information detailed in the sample SWAP language in Appendix H:

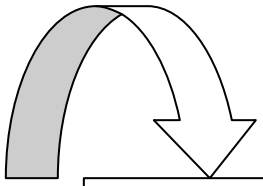
- Explanation of the SWAP program
- Key issues facing your water supply
- SWAP recommendations
- What the system plans to do to address these recommendations
- What the consumer can do to protect the water supply


You may also consider adding the following *recommended* information:

- The type of sources your system uses (reservoirs, bedrock wells, wells in sand and gravel, purchased water or a combination).
- A simple locus map of water sources and their protection areas (Zone I, II, IWPA, A, B, C).
- The public water system's educational efforts with the public, schools, and the business community.
- Measures citizens can use to protect their water source, for example:
- Local contact name for more information on protection issues.



# III. Mandatory Language for All Reports

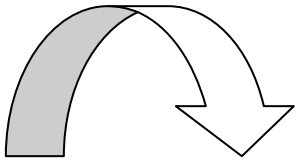


The language in this section is required by MassDEP to be included in your CCR!

Your CCR must contain the following EPA statements **exactly as written**:

> *Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).*

> *Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).*



The language in the following sections must be included as written unless you receive prior approval from MassDEP to modify it.

Community water systems also must include basic information about drinking water contaminants. The following language can be used, or you may develop your own comparable language with MassDEP approval:

> *The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.*

You must also include information about contaminant types and potential sources of contamination. The following language can be used, or you may develop your own comparable language with MassDEP approval:

> *Contaminants that may be present in source water include:*
>
> ***Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*

***Inorganic contaminants,*** *such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming.*

***Pesticides and herbicides,*** *which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*

***Organic chemical contaminants,*** *including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.*

***Radioactive contaminants,*** *which can be naturally occurring or be the result of oil and gas production and mining activities.*

Finally, you must include information on MassDEP and EPA regulations as they pertain to drinking water and bottled water. The following language can be used, or you may develop your own comparable language with MassDEP approval:

*In order to ensure that tap water is safe to drink, the MassDEP and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.*

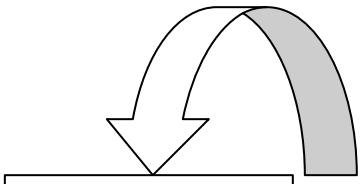
# IV. Important Definitions

## Required Definitions

The **exact** wording of the following definitions must be included in your CCR to help customers understand the information in your tables:

***Maximum Contaminant Level or MCL:*** *The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.*

***Maximum Contaminant Level Goal or MCLG:*** *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

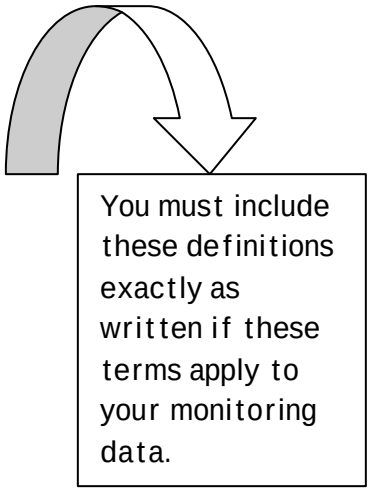


The definitions in this section are required by EPA to be included in your CCR!

The following definitions need to be included in your report only if your report contains information on a contaminant that is regulated by an action level (e.g., lead and copper) or a treatment technique (such as turbidity).

***Action Level:*** *The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.*

***Treatment Technique (TT):*** *A required process intended to reduce the level of a contaminant in drinking water.*




The following definitions must be included in the report **only if** your system adds a chemical disinfectant to the water and is reporting contaminants regulated by the Disinfection By-Products Rule (chlorine, chloramines, chlorine dioxide).

***Maximum Residual Disinfectant Level (MRDL):*** *The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants (ex. chlorine, chloramines, chlorine dioxide).*

***Maximum Residual Disinfectant Level Goal (MRDLG):*** *The level of a drinking water disinfectant below which there is no known of expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.*

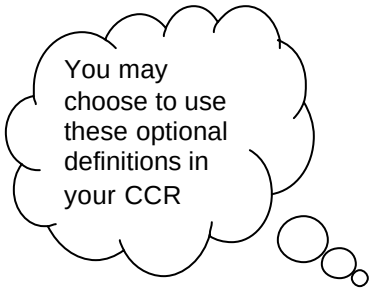
***Refer to Appendix C - Regulated Contaminants - for definitions of units of measure.***

Remember to define any acronyms you use in your report such as VOCs, EPA, units of measure (ppm/ppb/pCi/l), N/A, and ND.

The following definition must be included in the CCR **only if** your water system was under a variance or exemption during the previous calendar year. This is not the same as a monitoring waiver.

***Variances and Exemptions:*** *State or EPA permission not to meet an MCL, an action level, or a treatment technique under certain conditions.*

## Optional Definitions




If you report detectable concentrations of secondary contaminants or contaminants with Massachusetts State guidelines such as sodium, radon, perchlorate and MTBE, it is *recommended but not required* that you include the following definitions. A list of secondary MCLs and ORSGs is provided in Appendix D Unregulated Contaminants.

***Secondary Maximum Contaminant Level (SMCL):*** *These standards are developed to protect the aesthetic qualities of drinking water and are not health based.*

***Massachusetts Office of Research and Standards Guideline (ORSG)*** *– This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure, with a margin of safety. If exceeded, it serves as an indicator of the potential need for further action.*

***Refer to "Reporting Contaminants with Proposed MCLs or Health Advisory Levels" on Page 17 for more information on ORSGs.***

You may also want to include a definition such as the following to clarify reportable lead and copper 90$^{th}$ percentile information:

***Lead and Copper 90$^{th}$ Percentile****: Nine out of every 10 homes sampled were at or below this level.*

# V. Water Quality Testing Results

Water quality data is the most important part of the CCR. Your report must include **all** detections of contaminants in finished water subject to mandatory monitoring pursuant to 310 CMR 22.16A(4)(f).

This includes:

- Contaminants subject to an MCL, action level, maximum residual disinfectant level or treatment technique (regulated contaminants);
- Contaminants for which monitoring is required by 22.07C (unregulated contaminants);
- Disinfection by-products or microbial contaminants for which monitoring is required and which are detected in the finished water; and
- All other contaminants or special purpose contaminants that have been *required* by the MassDEP to be tested pursuant to 310 CMR 22.03(2) and (10) and 310 CMR 22.07D.

The CCR **must** include all reportable detections of these contaminants even if the results are in compliance with established MCLs or action levels.

A detected contaminant is any contaminant observed at or above its minimum laboratory detection limit (MDL). If the contaminant level is reported by the laboratory as less than the MDL (<MDL), not detected (ND) or otherwise below the detection limit (BDL), you are not required to include that contaminant within your report.

Any detects of contaminants found during required monitoring must be reported in your CCR – even if they are below the MCL

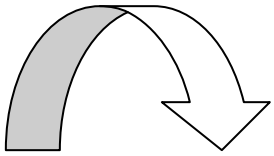
If the water is treated, only monitoring results of finished water must be included. Any contaminant detected in the water prior to treatment should not be included in the CCR (except cryptosporidium).

The CCR must include the water quality monitoring results from the **most recent round** of sampling for **each** monitoring group that is applicable to your system.

Monitoring groups include, but are not limited to, the following:

***Many of these contaminant groups are referenced on your system's "Required Water Quality Monitoring Schedule."***

- **Microbiological contaminants** (310 CMR 22.05);
- **Inorganic contaminants** (310 CMR 22.06): *includes antimony, arsenic, asbestos, barium, beryllium, cadmium, chromium, cyanide, fluoride, mercury, nickel, nitrate, nitrite, selenium, thallium;*
- **Sodium** (310 CMR 22.06A);
- **Lead and copper** (310 CMR 22.06B);
- **Total trihalomethanes** (310 CMR 22.07);
- **Synthetic organic contaminants** (310 CMR 22.07A);
- **Volatile organic contaminants** (310 CMR 22.07B);
- **Turbidity** (310 CMR 22.08);
- **Radioactive contaminants (Radionuclides)** (310 CMR 22.09): *includes gross alpha, gross beta, radium 226, radium 228, uranium, and photon activity.*
- **Unregulated contaminants** (310 CMR 22.07C): *includes* ***MTBE***.
- **Cryptosporidium** (40 CFR 141.143).
- **Disinfection by-products and disinfectant residuals** (310 CMR 22.07E): *includes total trihalomethanes, haloacetic acids, bromate, chlorite, chlorine, chloramines, chlorine dioxide;*
- **Other contaminants or special purpose contaminants that have been required by the MassDEP to be tested pursuant to 310 CMR 22.03(2) and (10)**: *includes monitoring such as perchlorate, radon, tetrachloroethylene (PCE) distribution testing, special iron and manganese testing, etc.*

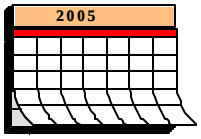


Include the most recent results – even if greater than 1 year old.

## Less than Annual Monitoring

If no sampling for a specific monitoring group was conducted within the past year, you must include in the table the latest monitoring information available, but not older than 5 years. For example, if your system samples for a contaminant such as sodium once every three years, it would need to report the same detected sodium level in the CCR for the next three years until a new sample is collected.

If your system tests for particular contaminants less often than once per year and a contaminant was detected in the last sampling round, you must report the results in the same manner as results from sampling in the current year. However, you **must** also include:



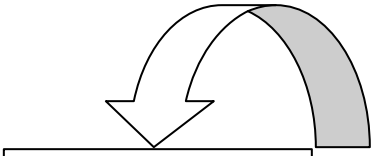

- The collection date and results of the contaminant within the table; and
- A statement explaining that the data presented in the report is from the most recent testing done in accordance with the regulations.

The following is an example statement. You may choose to use this language or create your own:

> *The water quality information presented in the table(s) is from the most recent round of testing done in accordance with the regulations. All data shown were collected during the last calendar year unless otherwise noted in the table(s).*

## Monitoring Waivers

If your system has received a waiver for a specific contaminant group, such as volatile organic compounds (VOCs), inorganic compounds (IOCs), or synthetic organic compounds (SOCs) and is not required to monitor regularly, you must include a statement explaining that the data presented in the report are from the most recent testing done in accordance with the regulations.



Remember you are required to include descriptions of your monitoring waivers

The following is an example statement. You may choose to use this language or create your own:

> *The Massachusetts Department of Environmental Protection has reduced the monitoring requirements for* **[name of contaminant group]** *because the source is not at risk of contamination. The last sample collected for these contaminants was taken on* **[date]** *and was found to meet all applicable EPA and MassDEP standards.*

## What to Include in Your Tables

All data relating to reportable contaminants must be displayed in tabular format. Depending on the number of detects you have and the complexity of the information, you may choose to report the data in one table or in several adjacent tables.

***Appendices B, C, D, E, and K will help you present your data correctly in tabular form.***

It is generally easiest for a system to use several tables to report the data, because different contaminant groups require different headings. For example:

***See "Contaminant Specific Table Inclusions" on Page 14 for more information on reporting lead and copper and total coliform.***

- Lead and copper have action levels so they should be reported separately from regulated contaminants with established MCLs.
- Total coliform should be reported as the highest number or percentage of positive samples in a month (depending on the number of samples taken each month).
- Secondary contaminants should be reported separately if a system chooses to include those results.

You will need to include definitions and footnotes to clarify the information in the tables. Remember that the goal is to make your water quality data as understandable as possible to your customers.

## Units Of Measure

***See Appendix C - Regulated Contaminants for help in converting MCLs, action levels, and monitoring data for the CCR.***

Appendix C – Regulated Contaminants was prepared by EPA. It identifies the preferred units of measure to be used for each contaminant when reporting your results. For results reported by the laboratory in mg/L, EPA reommends using either the units ppm or ppb. The purpose of those "CCR units" is to make the values easier for your consumers to understand.

## Table Format

Appendix E – Guide to Interpreting Monitoring Data provides detailed examples for creating water quality tables, and determining the compliance values to report. A summary of the requirements for water quality tables is presented here.

The regulated contaminant table in your CCR **must** include the following:

Columns for:

- MCL/MRDL and MCLG/MRDLG (This applies to most contaminants. Refer to the following section "Contaminant Specific Table Inclusions" for exceptions)
- The likely source(s) of contaminants (Refer to Appendix C. This information is found in the column labeled "Major Sources in Drinking Water");
- Sample collection date or range of dates if the detection reported is older than 1 year;
- Identification of violations.

**Monitoring Results -** The table **must** include the following numbers (in italics) if applicable for each detected contaminant (except for coliform, turbidity, and lead and copper). Report the results in the same units as the MCL and MCLG:

**One sample site and**

- **One sample date –** report the *highest detected level.*
- **Multiple sampling dates** – report the *average* of the samples taken and the *range* of detects.
- **Multiple sampling dates (running average for source samples)** – report the *highest running annual average* and the *range* of detects.

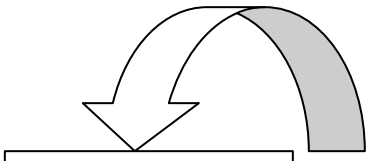
**Multiple sampling sites and**

- **One sample date** – report the *highest detected level* and *range* of detections.
- **Multiple sampling dates (source samples)** – report the *highest average results for an individual source* and the *range* of detects for all sources. Refer to Appendix E for special cases for nitrite and nitrite MCL violations.
- **Multiple sampling dates (running average for source samples)** – report the *highest running annual average* calculated by individual source and the *range* of detects.
- **Multiple sampling dates (running annual average for distribution samples)** – report the *highest running annual average* of all samples and the *range* of detects. (Note that this applies to THMs and HAA5s only).

***Specific examples of these reporting requirements are provided in Appendix E – Interpreting Monitoring Data***

You may use the words in italics as column headings. Alternately, you may have one column for "Range" and a second titled "Results" or similar. However, you should include an explanation that the numbers in the "Results" column represent the highest concentration upon which your system's compliance is based, not necessarily the highest concentration detected.

Any contaminant detected in violation of an MCL, MRDL, treatment technique, or exceeding an action level **must** be clearly highlighted as a violation in the table.



Make sure any results that exceed water quality standards are clearly highlighted

## Contaminant-Specific Table Inclusions

Some contaminant groups have special reporting and table formatting requirements based on how they are regulated. These requirements are detailed below. More specific examples for reporting results are provided in Appendix E – Guide to Interpreting Monitoring Data.

## Turbidity

***Specific examples of reporting these contaminants are provided in Appendix E – Interpreting Monitoring Data.***

- When reported as an MCL for systems that must install filtration but have not, include the highest average monthly value.
- When reported as a TT for systems that meet the criteria for avoiding filtration, include the highest monthly value. Explain the reasons for measuring turbidity; for example:

  *Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.*

- When reported as a TT for systems that filter and use turbidity as an indicator of filtration performance, include the highest single measurement **and** the lowest monthly percentage of samples meeting the turbidity limits specified in 310 CMR 22.20 for the relevant filtration technology. You must explain the reasons for measuring turbidity; for example:

  *Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.*

## Lead and Copper

***Refer to Appendix E for guidance on reporting 90th percentile levels.***

Include the number of sites sampled, the 90$^{th}$ percentile value from the most recent sampling and the number of sampling sites exceeding the action level. For lead and copper only, if monitoring is performed more than once annually, it is only required to report the results of the most recent round.

## Total Coliform

- Systems that collect fewer than 40 samples per month should include the highest *number* of positive routine distribution samples collected in any one month. The total coliform count (if measured) should not be reported, only the number of samples that were total coliform positive.
- Systems that collect 40 or more samples per month should include the highest *percentage* of positive routine distribution samples collected in any one month.

## Fecal Coliform or E. coli

Include the highest total number of fecal coliform or E. coli positive distribution samples collected in any one month.

## Radionuclides

For all radionuclides, use only the numbers prior to the +/- when reporting your results.

***Gross Alpha.*** For gross alpha detections, the reported results should reflect the subtraction of any uranium (pCi/l) values detected.

***Radium 226 & 228***. For radium 226 and radium 228 detections, add the two results together and report the total COMBINED (pCi/l) value.

***Uranium*.** Report uranium detections in (ppb) units of measure. If uranium values are not listed on the laboratory report in (ppb) units of measure, convert available ppm or pCi/l values to the appropriate ppb value: (pCi/L uranium x 1.49 = ppb uranium) or (ppm x 1000 = ppb).

## Disinfectants and Disinfection By-Products

All systems that add a chemical disinfectant to the water must include disinfectant levels and disinfection by-products (DBPs) in their CCR. Disinfectant and disinfection by-products results should be reported as follows in a separate table.

***Free, Total, or Combined Chlorine (Chloramines).*** Report the highest quarterly running annual average and the range of detects for the year.

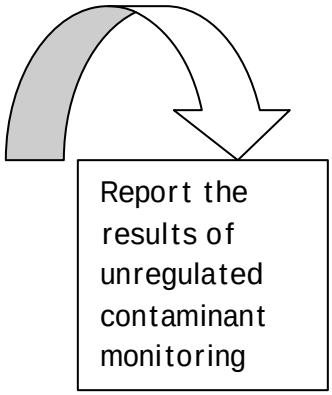
***Total Trihalomethanes/Haloacetic Acids.*** Report the highest quarterly running annual average and the range of detects.

***Bromate.*** Report the highest quarterly running annual average and the range of detects.

***Chlorite.*** Report the highest monthly three-sample set average and the range of detects in all three-sample sets collected during the year.

***Chlorine Dioxide.*** Report the highest individual sample result taken at the entry point and the range of detects at the entry point only. If your system experienced a chlorine dioxide violation, you must include the following statement:

> *Compliance with the MRDL for chlorine dioxide is based on consecutive daily samples. [System name] had [number of violations] MRDL violations in [year].*




## Reporting Unregulated Contaminants

If you detect unregulated contaminants for which state or federal rules require monitoring, you must report the following in your CCR. This includes MTBE (pursuant to 310 CMR 22.07C), and all federal testing requirements under the Unregulated Contaminant Monitoring Rule (UCMR).

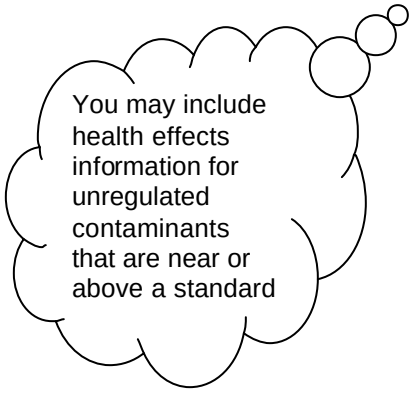
- The average of the entire year's monitoring results
- The range of detections

It is also recommended that you include an explanation for the system's monitoring of unregulated contaminants. You may use the following example statement or you may create your own:

> *Unregulated contaminants are those for which there are no established drinking water standards. The purpose of unregulated contaminant monitoring is to assist regulatory agencies in determining their occurrence in drinking water and whether future regulation is warranted.*

***Refer to Appendix D for more information on unregulated contaminants***

Appendix D provides a list of unregulated contaminants with any available health-based or aesthetic standards. It also gives possible sources of contamination, and potential health effects language. This information is provided for you to use in deciding how to report your results. Health effects statements are **not** required to be reported for unregulated contaminants. However, if your system reports detections that near or above a standard, it is recommended that you include some health effects information.




## Reporting Contaminants with Proposed MCLs or Health Advisory Levels

If a system performed additional monitoring that indicates the presence of other contaminants found in the finished water, the system **must** report any results that may indicate a health concern. A health concern would be any detects above a proposed MCL or health advisory level.

This may include any of the following contaminants:

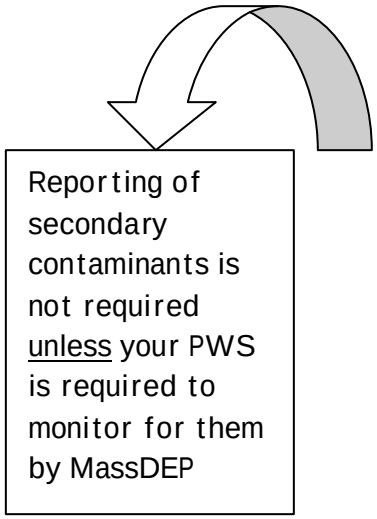
- Sodium
- Nickel
- Manganese
- Radon
- Sulfate
- Any other unregulated contaminant that you are directed to monitor for by the Department (including perchlorate detections greater than the MDL of 1 ppb)

Report in the CCR:

- The results of the monitoring;
- An explanation of the significance of the results; and
- The health advisory or proposed MCL (PMCL) level.

Refer to Appendix D – Unregulated Contaminants for proposed MCLs or Office of Research and Standards Guidelines (ORSG) (health advisory levels). You may also get this data from "Drinking Water Standards and Guidelines for Chemicals in Massachusetts Drinking Waters," available on the Web at www.state.ma.us/dep/ors/orspubs.htm

Be careful not to list guidelines or secondary maximum contaminant levels (SMCLs) as MCLs! Report only the contaminants that were detected. And remember, exceeding a secondary MCL, guideline or health advisory level is not a violation!




## Reporting Secondary or Other Contaminants

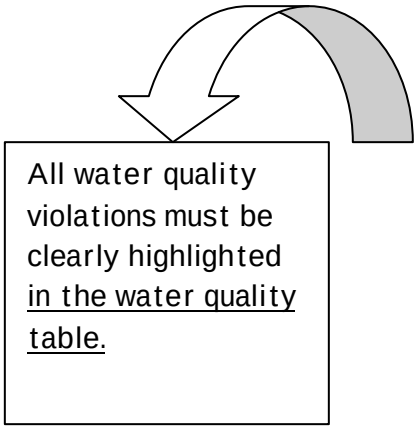
If **voluntary monitoring** indicates the presence of secondary contaminants or other special contaminants in the finished water, it is not required that the results be reported in the CCR.

If the system chooses to report the results, they must be displayed in a separate table from the other contaminants. Also, it is *recommended but not required* that the table include the following information:

- The average and range of the detections;
- An explanation of the significance of the results;
- Any applicable secondary contaminant or guideline levels; and
- Any applicable definitions (refer to "Optional Definitions" on page 10).

## Reporting Contaminant Violations

Any contaminant detected in violation of an MCL, MRDL, treatment technique, or exceeding an action level **must** be clearly highlighted as a violation or exceedence **in the table**.



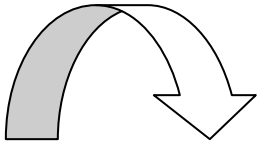
***Refer to Appendix C – Regulated Contaminants for required health effects language***

The report must contain a readily understandable explanation of the violation or exceedence including:

- The length of the violation;
- The potential adverse health effects; and
- Actions taken by the system to address the violation.
- You must also include the required health effects language for the contaminant (see Appendix C).

Actions taken to address the violation or exceedence may be addressed in a subsequent paragraph separate from the table.

# VI. Compliance With Other Drinking Water Regulations



You must report all violations of Drinking Water Regulations during the past year

If your water system has violated or continues to violate any Drinking Water Regulations during the reporting period, your CCR must describe the violation(s). This description must include:

- The violation that occurred or continues to occur during the year covered by the report;
- A clear explanation of the violation;
- Any adverse health effects; and
- Steps taken by your system to correct the violation.

**You must include violations of any of the following requirements:**

- **Monitoring and reporting compliance data.** If you receive a violation for failure to monitor, include a statement that explains when the violation occurred, what contaminant groups were involved, and what steps have been taken since the violation occurred (i.e., a sample was taken at a later date).
- **Filtration and disinfection processes.** If the violation was due to a failure to install adequate filtration or disinfection equipment or processes or there was a failure of that equipment or process, the following language must be included in the CCR:

> *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

- **Lead and copper requirements.** If the violation was a failure to meet corrosion control treatment, source water treatment, or lead service requirements, you must include health effects language for lead and copper. (See Appendix C)*;*
- **Treatment techniques for acrylamide and epichlorohydrin**. If either treatment technique is violated, the appropriate health effects language must be included (see Appendix B)*;*
- **Record keeping requirements.**
- **Special monitoring requirements**.
- **Violation of the terms of a variance, an exemption, or and administrative or judicial order**.
- **Capacity**. Report any capacity deficiencies as determined by the Department.
- When an event occurs during the reporting year, which causes a PWS to violate the **Surface Water Treatment Rule (SWTR)** or any other drinking water standard, that violation must be included in the CCR.
- Any additional information specifically requested by the Department.

***Appendix F – Violations of National Primary Drinking Water Regulations contains further explanation and examples for reporting violations in your CCR.***

If the system is operating under a variance or exemption at any time during the reporting year you must include:

- An explanation of the variance or exemption;
- The date it was issued and reason why it was granted;
- A status report on what the system is doing to remedy the problem; and
- A notice to the public for input on the review or renewal of variance or exemption.

## Compliance with the Public Notification Rule

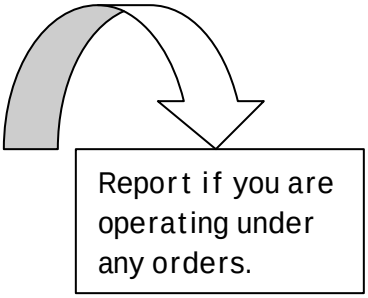
If, during the previous year, your system received a monitoring and reporting violation (Tier 3 only) and chose to use the CCR to comply with the requirements of the public notification (PN) rule your system is required to meet the following requirements in addition to those of the previous section.

If you choose to use the CCR to comply with the PN rule, you must meet these additional requirements.

- **Delivery Requirements.** To meet the requirements of the PN rule, the CCR must be directly delivered to all customers regardless of system size.
- **Standard Language.** The PN rule requires that the following language be included in the CCR for all violations reported:

*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [compliance period], we "did not monitor or test" or "did not complete all monitoring or testing" for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.*

## Reporting of Enforcement Orders



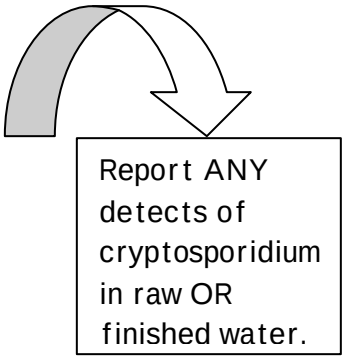

Your CCR should include information about operating under a drinking water Administrative Consent Order (ACO) or a Unilateral Administrative Order (UAO). This may include:

- Do not drink orders
- Boil orders
- Declarations of water emergency
- Lead and copper consent orders
- Surface Water Treatment Rule consent orders
- Any other orders relating to water quality or water quantity issues.

Describe the terms of the order, the reason for the order, and the actions being taken to comply with the order. Additionally, it is suggested that you state what progress has been made with the terms of the order, and what the estimated date is for completing the order.

# VII. Educational Information

## Special Requirements for Cryptosporidium and Radon




If cryptosporidium or radon is detected in the water at any concentration, you must include the results in your CCR.

### Cryptosporidium

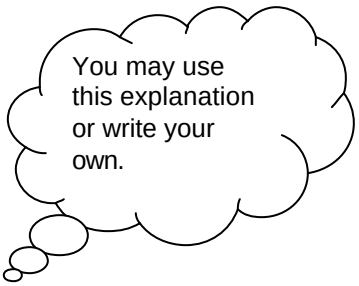
If monitoring indicates the presence of cryptosporidium in either the source water or the finished water, include in the report:

- A summary of the results of the monitoring; and
- An explanation of the significance of the results. Tell customers if they need to be concerned by the information in the CCR.

The following is an example statement. You may choose to use this language or create your own:

*Cryptosporidium is a microbial parasite found in surface water throughout the U.S. Although filtration removes cryptosporidium, the most commonly used filtration methods cannot guarantee 100% removal. Our monitoring indicates the presence of these organisms in our source water (and/or finished water). Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease.*

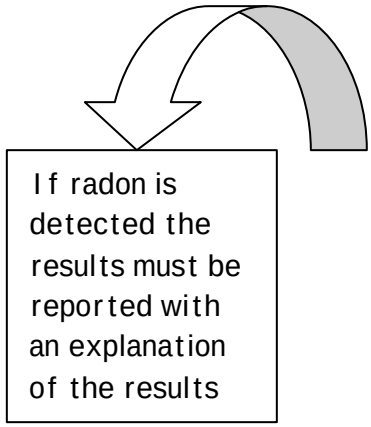
*Ingestion of cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals are able to overcome the disease within a few weeks. However, immunocompromised people have more difficulty and are at greater risk of developing severe, life-threatening illness. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to prevent infection. Cryptosporidium must be ingested for it to cause disease, and may be passed through other means than drinking water.*




## Radon

If monitoring indicates the presence of radon in finished water, include in the report:

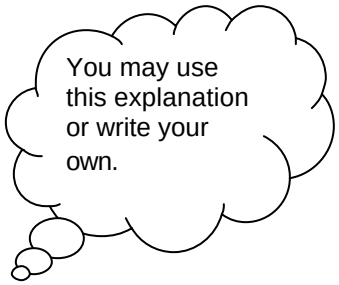
- The results of monitoring; and
- An explanation of the significance of the results. Tell customers if they need to be concerned by the information in the CCR.




The following is an example statement. You may choose to use this language or create your own:

*Radon is a radioactive gas that you cannot see, taste, or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will be (in most cases) a small source of radon in indoor air.*

*Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or*



*higher. There are simple ways to fix a radon problem that aren't too costly. For additional information on radon, call the Massachusetts Department of Public Health, Radon Program at 413-586-7525 or call EPA's Radon Hotline, 800-SOS-RADON.*

Special educational statements are required if your PWS detected any of the contaminants in the concentrations specified

## Special Requirements for Nitrate and Lead

A special educational statement is required if your water system detected nitrate or lead in the following concentrations:

- Nitrate above 5 ppm (50% of the MCL), but below the MCL of 10 ppm;
- Lead above the action level in more than 5%, but up to and including 10%, of the homes sampled;

If you meet any of the criteria above, you must include the following statements, as applicable, in your CCR. If you prefer to use different language, you may do so with **written permission** from MassDEP.

***Nitrate.*** *Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider.*

***Lead.*** *Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Flush your tap for 30 seconds to 2 minutes before using tap water to reduce lead content. Additional information is available from the Safe Drinking Water Hotline, 800-426-4791.*

## Special Requirements for Arsenic

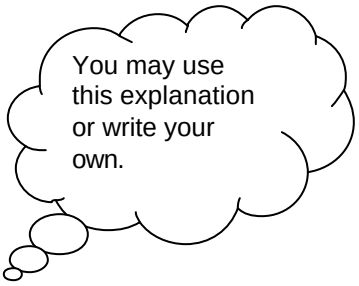
A special educational statement is required if your water system detected arsenic in the following concentrations:

- Arsenic above 5 ppb (50% of the MCL), but below the revised MCL of 10 ppb – you must include the following statement in your CCR. If you prefer to use different language, you may do so with **written permission** from MassDEP.

***Arsenic.*** *While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic which is a mineral know to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.*

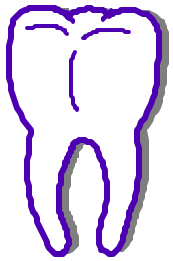
- Arsenic above the revised MCL of 10 ppb, but below the original MCL of 50 ppb - you must include the following statement in your CCR. The shaded text is required as written and the regular italicized information is suggested additional clarifying language

***Arsenic.*** *On January 23, 2006, the arsenic MCL was lowered from 50 ppb to 10 ppb. For monitoring done in 2005 and earlier, arsenic detections above 10 ppb but below 50 ppb were not in violation of the drinking water standards. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.*




## Special Requirements for Fluoride

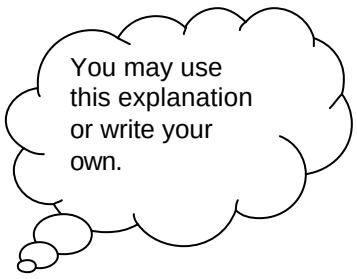
If your system detected fluoride above the SMCL of 2 ppm, but below the MCL of 4 ppm, your system is required to notify its customers. The CCR must contain the appropriate public notification language for fluoride found in 310 CMR 22.16 (provided in Appendix B – CCR Template) unless the notification is provided to customers in another manner.



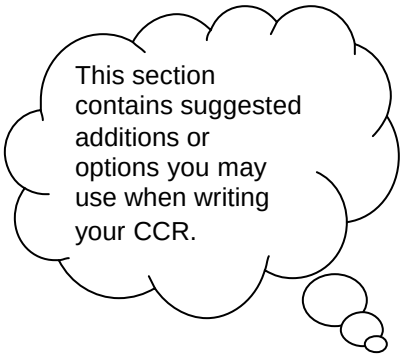
If your system exceeds the SMCL for fluoride and does not choose to include the mandatory public notification language in it's CCR, you must still include a statement about the effects of fluoride.

The following is an example statement. You may choose to use this language or create your own:

*Fluoride is a mineral that occurs naturally in all water sources. Fluoride in drinking water at levels of approximately 1 ppm reduces the number of dental cavities in both children and adults. However, some children exposed to levels of fluoride greater than about 2 ppm may develop dental fluorosis, a brown staining and/or pitting of the permanent teeth. Because dental fluorosis affects only developing teeth (before they erupt from the gums), households without children are not expected to be affected by this level of fluoride. Families with children under the age of nine are encouraged consult their family dentist.*



# VIII. Additional Information




## Recommended Information

MassDEP suggests that you consider adding the following information to your CCR:

- Treatment information. If you have treatment such as fluoridation, it is recommended that you explain the type of treatment being used and the purpose of the treatment.
- A simple map or schematic of your system and its sources to present a clear picture of system operation.
- An additional statement on lead for those systems in compliance.
- Source protection tips for consumers.

## Security Concerns

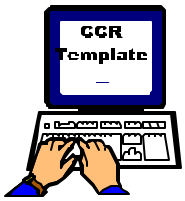
Some water systems have expressed concern about the release of specific water source locations to the public. It is the view of MassDEP that an informed public is the best line of protection. However, EPA has provided flexibility in the CCR regulations as to appropriate source location information.

While a system is still encouraged to include as much source information as is comfortable, the minimum source location information to be provided is: for surface waters, listing the water body where the intake was located would be appropriate; and for ground water, the name of the principal aquifer would be appropriate, although a general location (i.e. "off of Park Street") would be preferred.

In addition, systems serving 100,000 or more persons who are required to post their CCR on a website may modify the internet version of the CCR to remove information that may be considered sensitive, or information that they system believes will increase their vulnerability. This modified report may be posted to meet EPA's requirement that the system maintains the "current year's report" on the internet. Water systems who voluntarily post their CCR on the internet, may also choose to remove sensitive information from the internet version of the report.

## Templates

Some systems may find it helpful to use a template for producing their CCR (see Appendix B). The MassDEP template is available in Microsoft Word format from the MassDEP website or from your regional CCR contact. It requires entering your monitoring data into the formatted report, along with any additional MCL, MRDL and/or health information. If you choose to use a template from a water works association or other source, please remember that it may have to be adapted to meet the Massachusetts CCR requirements.




## Annual Lead Public Education

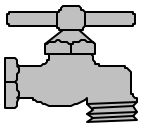
Systems that are required to do annual public education for exceedence of the lead action level may distribute their educational materials as an insert within their CCR.

Please be aware that inclusion of required CCR lead statements by themselves are not alone sufficient to meet this requirement. There are other actions that a public water supplier must do to complete the delivery requirements under 310 CMR 22.06B(6) of the Lead and Copper Rule that cannot be addressed by the CCR.

## Annual Cross Connection Education

Under the regulations at 310 CMR 22.22(3), all public water systems must inform their customers and local officials annually about their distribution backflow prevention program. They must also notify device owners of their responsibilities relative to cross connection control.

In addition, water systems are responsible for establishing and maintaining a cross connection control education program for residential users. To meet this annual requirement, systems are encouraged to add language to their CCR or provide an insert in their CCR. The following language can be used or you can use your own words:



*A cross connection is a connection between a drinking water pipe and a polluted source. The pollution can come from your own home. For instance, you're going to spray fertilizer on your lawn. You hook up your hose to the sprayer that contains the fertilizer. If the water pressure drops (say because of fire hydrant use in the town) when the hose is connected to the fertilizer, the fertilizer may be sucked back into the drinking water pipes through the hose. Using an attachment on your hose called a backflow-prevention device can prevent this problem.*

*The _____ Water Department recommends the installation of backflow prevention devices, such as a low cost hose bib vacuum breaker, for all inside and outside hose connections. You can purchase this at a hardware store or plumbing supply store. This is a great way for you to help protect the water in your home as well as the drinking water system in your town! For additional information on cross connections and on the status of your water system's cross connection program, please contact _____.*


## New Billing Units

MassDEP recommends that PWSs provide a copy of their CCR or notice of availability of the CCR to new billing units and hook-ups when service begins.

# Report Delivery

## All Systems

***See Appendix A for the CCR Certification Form.***

Distribution and certification of your CCR must be completed no later than **every July 1st** including all good faith efforts and delivery to all agencies.

The signed and completed certification form (Appendix A) explains how the report was distributed and certifies that the information in the report is correct and consistent with the compliance monitoring data submitted to MassDEP during the report year. Remember to attach any additional information required on the certification form (i.e. list of locations posted, zip codes for general delivery, etc.).

***The agency addresses are listed in Where to Send Your Report on p. 30 of this guidance.***

You must submit the following information to the agencies below:

- Two copies of your CCR, certification form, and all attachments to your MassDEP regional office.
- One copy of your CCR, certification form, and all attachments to the MassDEP Boston office.
- One CCR and certification form to your local Board of Health.
- One CCR and certification form to the Massachusetts Department of Public Health.

Additionally, your system is required to keep copies of your CCRs on file for no less than three years, and you must provide copies of your report to the public upon request.

## Systems Serving 10,000 Or More People

Mail or hand deliver a copy of your CCR to every bill-paying customer. The CCR must be received by your customers on or before July 1.

Because many of your consumers, such as apartment dwellers, or people who work in your town, do not receive a water bill, you must make a good faith effort to reach these consumers. In addition to the delivery requirements above, all systems are required to perform a minimum of three of the following "good faith" efforts:

- Post report in the lobby of apartment complexes;
- Place an ad in a local newspaper stating copies are available from the water system;
- Announce the CCR's availability on local radio or cable TV stations;
- Post the CCR in your town or city hall;
- Place copies of the CCR in the local public library;
- Post a notice in main lobby of apartment complexes stating that the CCR is posted on a website, and give the Internet address (URL);
- Deliver the report to community organizations;
- Publish the report in local newspaper(s);
- Other system-specific effort designed to reach consumers.

Delivery requirements are based on system size. Be sure you meet *all* requirements

Good faith efforts are required for **all systems**


### Special Requirement for Systems Serving Greater than 100,000 People

In addition to the requirements above, systems serving 100,000 or more customers must also post their CCR on the internet by July 1. Use your water system or local town website to post your report. Be sure to include the web address in your CCR. Refer to the Security Concerns section on Page 25 for more information on internet posting requirements.

***Before you mail, refer to Appendix L for a helpful checklist of CCR requirements.***

## Systems Serving Between 500 And 9,999 People

The Commissioner of MassDEP has approved a mailing waiver that allows you to print the CCR in your local newspaper(s) instead of mailing the CCR to all customers. The CCR must be published in the newspaper on or before July 1. If you choose to distribute your CCR in this way you must include a statement in the newspaper that the CCR

will not be mailed but is available upon request, with a phone number to call.

Additionally, you must perform at least three good faith efforts (listed in the previous section) to ensure that all customers are aware of the availability of the CCR.

Note that if you have chosen to use your CCR to meet the requirements of the Public Notification Rule for any monitoring and reporting violations received in the previous year, you **must directly deliver** your CCR to all customers. Refer to Page 20 for more information.

## Systems Serving Less Than 500 People

As a very small community water system, you do not have to mail your CCR to all customers or publish the report in a newspaper. However, you must notify your customers through direct delivery or post a notice in appropriate locations (where all residents have an opportunity to read it) stating that the CCR will not be mailed but is available from your system (include a contact name and telephone number).

Note that if you have chosen to use your CCR to meet the requirements of the Public Notification Rule for any monitoring and reporting violations received in the previous year, you must **directly deliver** your CCR to all customers. Refer to Page 20 for more information.

Remember, good faith efforts are still required for small water systems. To meet the good faith effort requirement, MassDEP recommends that you post the complete CCR (rather than simply a notice of availability) in public areas such as lobbies, mailboxes, recreational areas, or laundry rooms where residents and visitors are likely to see the report. Additional good faith efforts may include giving copies of the CCR to the rental office, distributing copies to all new residents, or including a notice in a newsletter. Senior communities and boarding schools may consider sending copies to the Council on Aging and/or to families of the residents. MassDEP may permit (in writing) special arrangements for distribution on a case-by-case basis.

## Language Requirements

If your system serves communities with 10% of the total population or greater than 1,000 people (whichever is less) of non-English speaking consumers, your report must contain a statement in the appropriate language(s) regarding the importance of the report and the need to have it translated.

If 25% or more of the population served by your system speaks one particular language, the **entire report must be translated** into that specific language.

In order to determine which cities have a large population of non-English speaking persons, MassDEP used the 2000 Census data. This information does not reflect actual ethnic populations in all cities but does show the actual number of persons who speak a language other than English in a household. This information is currently the best available to determine which ethnic populations will require information in their native language.

***See Appendix J to determine whether or not your water system serves a city or town with language requirements.***

# Enforcement

If your CCR is missing required information or contains incorrect or improperly reported data, you may be required to perform corrective actions such as:

- Prepare a corrected table and post notice using a MassDEP -specified format in your local newspaper, noting the availability of a corrected CCR.
- Include corrected information in the following year's CCR.

If you fail to properly deliver your CCR, fail to correct errors from prior deficiency reports, or otherwise fail to comply with the requirements of the CCR regulations, you will receive an enforcement notice from MassDEP that will detail specific actions that you must take.

Please be aware that MassDEP reserves the right to exercise the full extent of its legal authority in order to obtain full compliance with all applicable requirements. This can include unilateral orders as well as the assessment of civil or administrative penalties for every day that your system is in noncompliance.

# Need More Help?

## MassDEP Consumer Confidence Report Program Contacts

Marie Tennant, CCR Program Coordinator, MassDEP Boston
617-292-5885

## CCR Regional Contacts:

**WERO**
Eva Tor 413-755-2295

**NERO**
Bill Zahoruiko 978-694-3232

**CERO**
Liz Kotowski 508-767-2779

**SERO**
Dan DiSalvio 508-946-2793

## MassDEP Technical Assistance Providers

**WERO**
Dan Laprade (Drinking Water) 413-755-2289
Catherine Skiba (SWAP) 413-755-2119

**CERO**
Kelly Momberger (Drinking Water) 508-849-4023
Josephine Yemoh-Ndi (SWAP) 508-849-4030

**NERO**
Hilary Jean (Drinking Water) 978-694-3229
Anita Wolovick (SWAP) 978-694-3228

**SERO**
Dan DiSalvio (Drinking Water) 508-946-2793
Isabel Collins (SWAP) 508-946-2726

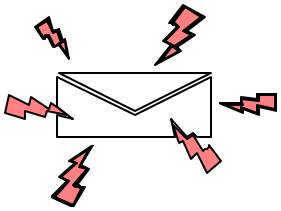
***MASSACHUSETTS COALITION FOR SMALL SYSTEM ASSISTANCE***

The MCSSA or Coalition is an organization composed of non-governmental training and technical assistance providers from MWWA, NEWWA, and RCAP Solutions. The Coalition has a contract with MassDEP to provide group and individual training, mentoring, and on-site technical assistance to small water systems in Massachusetts free of charge. Visit the Coalition's website for further information: http://www.masmallwatersystem.org/.

If your system serves less than 10,000 people, and you would like Coalition training or assistance in preparing your CCR, please call your MassDEP regional contact.

# Where To Send Your Report

*Copies of your CCR, certification form (Appendix A), and any attachments must be received by the following agencies on or before July 1 of each year.*



❖ **MassDEP BOSTON: 1 set of CCR, Certification Form, and Attachments**

MassDEP
Drinking Water Program
One Winter Street 6th Floor
Boston, MA 02108
617-292-5770

❖ **DEPARTMENT OF PUBLIC HEALTH: 1 CCR and Certification Form**

Massachusetts Department of Public Health
Bureau of Environmental Health
250 Washington Street
Boston, MA 02108-4619
617-624-6000

❖ **LOCAL BOARD OF HEALTH: 1 CCR and Certification Form**

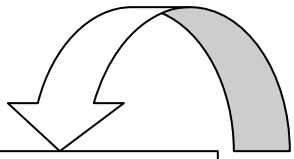
❖ **MassDEP REGIONAL OFFICES: 2 sets of CCR, Certification Form, and Attachments to Your Regional Office**

Western Regional Office
State House West, 4th Floor
436 Dwight Street
Springfield, MA 01103
413-784-1100

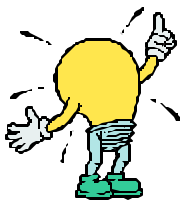
Northeast Regional Office
205B Lowell Street
Wilmington, MA 01887
978-694-3200

Central Regional Office
Drinking Water Program
627 Main Street
Worcester, MA 01608
508-792-7650

Southeast Regional Office
Drinking Water Program
20 Riverside Drive
Lakeville, MA 02347
508-946-2700



Please remember that community public water suppliers are the main source of distribution for CCRs. You are required to keep copies of your CCR on file for no less than **three years** and provide copies upon request



**What do you think?**

We know that CCRs are confusing stuff, and we have tried our best to explain the requirements in this guidance document. If you have any comments on the guidance document or suggestions on how it could be improved, please contact Marie Tennant at 617-292-5885 or by e-mail at Marie.Tennant-DEP@state.ma.us .